

What You Need To Know...



About Purchasing an Electronic Security System for Your Home or Business

Private Security Services Section ■ Department of Criminal Justice Services

For More Information...

For more information, please contact the Private Security Services Section of DCJS at 805 E. Broad Street, Richmond, Virginia 23219, by calling (804) 786-4700, or go to our website at www.dcjs.org/privatesecurity



What You Need to Know Before Purchasing an Electronic Security System

Before purchasing an Electronic Security System, make sure the following apply:

- Any business that sells, monitors, installs and/or services electronic security equipment must be licensed by the Virginia Department of Criminal Justice Services (DCJS).
- The contract must contain the DCJS Business License Number that will be 11—followed by a four digit number.
- You can verify the business has a valid license by calling the Private Security Services Section or by visiting our website.

Electronic Security Systems

Anyone who sells, installs, services or monitors electronic security equipment must be registered with DCJS unless exempted by the *Code of Virginia*.

To become registered with DCJS, the individual must complete compulsory minimum training and pass a criminal history check.

The electronic security equipment sales representative and/or technician must present credentials issued by DCJS (photo identification or letter of registration) upon your request.

If they cannot produce valid DCJS credentials, **do not** do business with them and follow the steps listed below.

No Proof of Registration?

What should you do if a salesperson from an electronic security company cannot show you he or she is registered with DCJS? Follow these tips:

- Take the information the salesperson supplies you with and advise them you will call them after you have verified their credentials.
- Telephone DCJS and provide the name of the person and the company they work for and wait for verification of the information over the telephone.
- Do not do business with an electronic security company or salesperson if they are not licensed and registered.

No Proof of Registration? (Continued)

- If the technician who comes to your home or business does not have a valid photo ID or registration letter from DCJS, do not allow them into your home. Be sure to contact DCJS to verify their credentials as soon as possible.

Regulation of Private Security in Virginia

The Private Security Services Section of DCJS regulates private security in Virginia by:

- Issuing business licenses, registration and certification
- Certifying training schools
- Investigating complaints
- Conducting compliance inspections
- Investigating unlicensed activity

Private security businesses DCJS also regulates include:

- Electronic Security
- Security Officers, both armed and unarmed
- Private Investigators
- Personal Protection Specialists
- Security Canine Handlers
- Armored Car Businesses

How to File a Complaint

A complaint form is available on our website at www.dcls.org/privatesecurity. To receive a form by mail, you may contact us at (804) 786-4700.

The DCJS Private Security Services Section and the Private Security Services Advisory Board encourage you to follow the guidelines in this brochure and report unlicensed activity for investigation.

Don't Be a Victim...Do Your Part

The private security industry works together with DCJS and local law enforcement in a partnership to improve public safety in the Commonwealth of Virginia. Do your part by only doing business with a properly licensed electronic security company and insisting upon seeing proper identification from sales and service employees of the company. Help us to protect you.